



**Message: RE: New Database Activation Problem**

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**✉ RE: New Database Activation Problem**

**From** Kraft, Emily **Date** Wednesday, January 25, 2017 8:59 AM  
**To** 'Carrie Hoelscher'  
**Cc**

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 **image001.jpg** (3 Kb HTML)  **image002.png** (7 Kb HTML)

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I know ITSD has been working on a solution, and I think they should hopefully be deploying sometime this week.

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Wednesday, January 25, 2017 8:57 AM  
**To:** Kraft, Emily  
**Subject:** RE: New Database Activation Problem

Hi Emily,

I'm following up on this. I just tried again to activate her account and am still unable to do so. Has ITSD come up with any solutions yet?

Thanks!  
Carrie

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**From:** Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]  
**Sent:** Tuesday, January 17, 2017 2:10 PM  
**To:** 'Carrie Hoelscher' <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)>  
**Subject:** RE: New Database Activation Problem

It's not letting me save it either. I'll see what ITSD recommends.

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Tuesday, January 17, 2017 2:00 PM  
**To:** Kraft, Emily  
**Subject:** RE: New Database Activation Problem

I tried saving them a couple times before emailing you with the problem and they wouldn't save. I just tried again and they still don't want to save. With that said, I have been having that problem with other subs since I began having our subs create accounts, however, if it wouldn't save on my end, I have still been able to activate their accounts and then they're able to enter and save that info on their end.

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**From:** Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]  
**Sent:** Tuesday, January 17, 2017 12:32 PM  
**To:** 'Carrie Hoelscher' <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)>

**Subject:** RE: New Database Activation Problem

Hi Carrie – It looks like her county, city, and zip code did not save. Try entering those in, saving, and then see if that allows you to activate her.

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]

**Sent:** Tuesday, January 17, 2017 12:30 PM

**To:** Kraft, Emily

**Subject:** New Database Activation Problem

Hi Emily,

Melanie Mills at Golden Valley Door of Hope created her subcontractor account and log in instructions. She received the screen telling her that her account has been validated and to have her employer activate her account. I then logged in to activate her account and am unable to do so. Any ideas on what the problem may be?

*Carrie*

Carrie Hoelscher

A2A Program Manager



Email 1

106 5th Ave. S, PO Box 65

Greenwood, MO 64034

Phone: 816-806-4168

Fax: 855-856-5240

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